

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

07-0584

ORIGINAL

Regarding a complaint by (Person making the complaint):

Rebecca Lambert

Against (Utility name):

Verizon

As to (Reason for complaint)

Continued billing of new charges

after service terminated for over 2 yrs. They
Even continued billing at 11 Jo Ann Dr. after we
moved - 16 months.

in Metropolis Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

P O Box 678, 408 Ophir

The service address that I am complaining about is

11 Jo Ann Dr

My home telephone is

(618) 524 3441

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(618) 638 2799 cell
618-524-9018 w.

My e-mail address is

thelma@hcs.net

I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company)

Verizon

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

part 735

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Verizon has turned \$883.99 over to a collection agency. This amount has accrued from monthly charges they have billed to me continuously since I terminated my service with them in May 2005. I have called them numerous times to try to straighten it out & they always told me I didn't owe it. I was never able to talk to anyone at Verizon that could find me in their billing system.

Please clearly state what you want the Commission to do in this case: Make Verizon take away the charges that I do not owe and quit the billing. I moved in Aug 06 from the address that they continue to bill me at.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 11-29-07
(Month, day, year)

Complainant's Signature: Rebecca Lambert

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

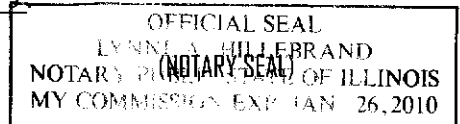
A notary public must witness the completion of this part of the form.

I, Rebecca Lambert, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Rebecca Lambert
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 29, 2007

Lynn A. Hillbrand
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.